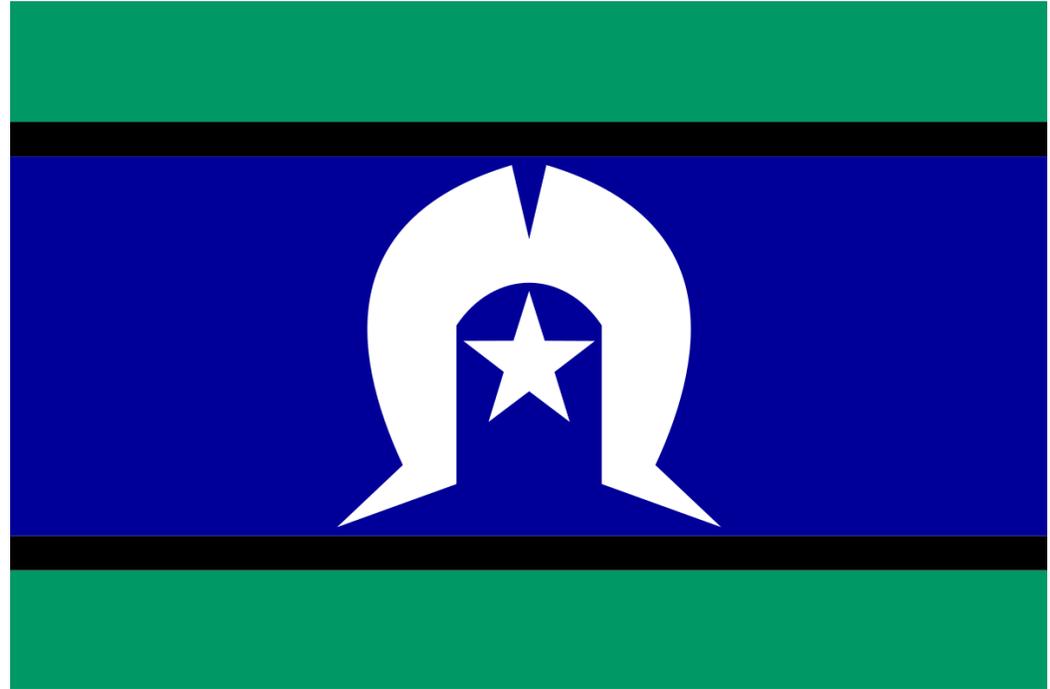


Success in the NDIS Market

NDIS Success Roadmap – Governance webinar one

Acknowledgement of Country



Welcome to NDIS Success

392,000
benefiting from NDIS

175,000
receiving disability support for
the first time

\$22 billion
in funding per year

460,000
people receiving funding

90,000
jobs in the disability sector in SA

The NDIS Success Roadmap

Management series



Governance series



- ▶ Two webinars followed by Q&A
- ▶ Join the NDIS Success Facebook group

Success in the NDIS

▶ Today's webinar

- Brief history of the NDIS
- The NDIS – who gets access?
- The NDIS plan – what is funded?
- The NDIS business model – impact and opportunities
- Governing in the NDIS environment
- Challenges for governing bodies

Brief history of the NDIS

UN Convention on the Rights of Persons with Disability

To promote, protect and ensure the full and equal enjoyment of **all human rights** and **fundamental freedoms** by **all persons with disabilities**, and to promote respect for their inherent dignity.

National Disability Strategy 2010-2020

An inclusive society that enables **people with disability** to fulfil their potential as **equal citizens**.

This is
the
problem



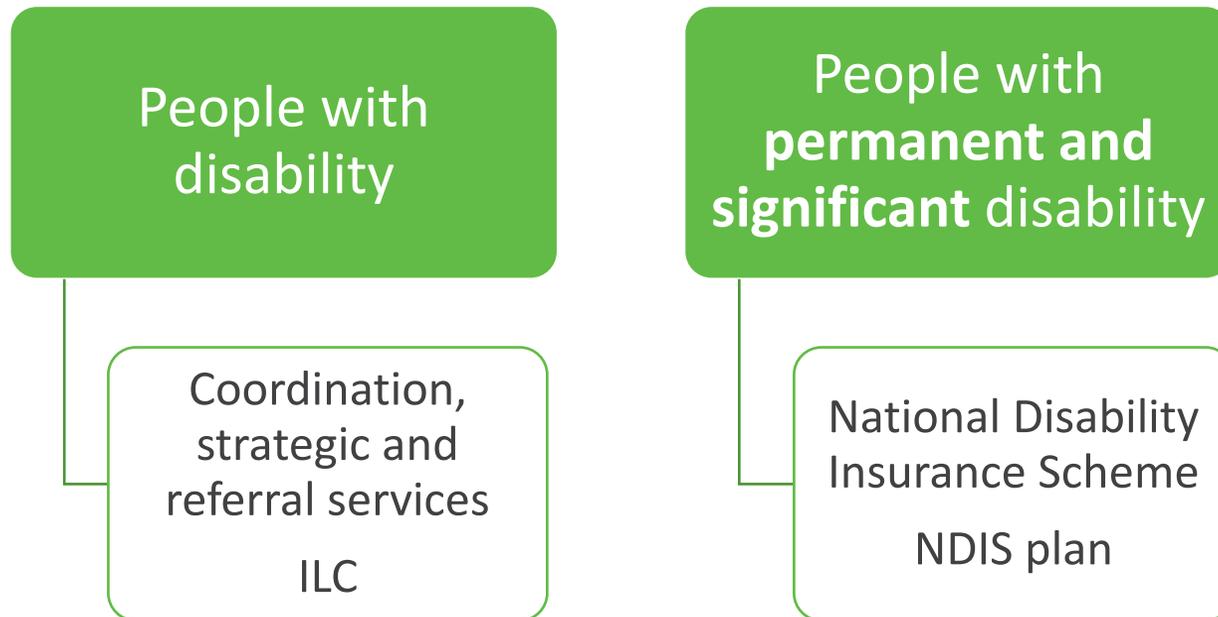
This is
not the
problem

Productivity Commission 2011



Key agencies

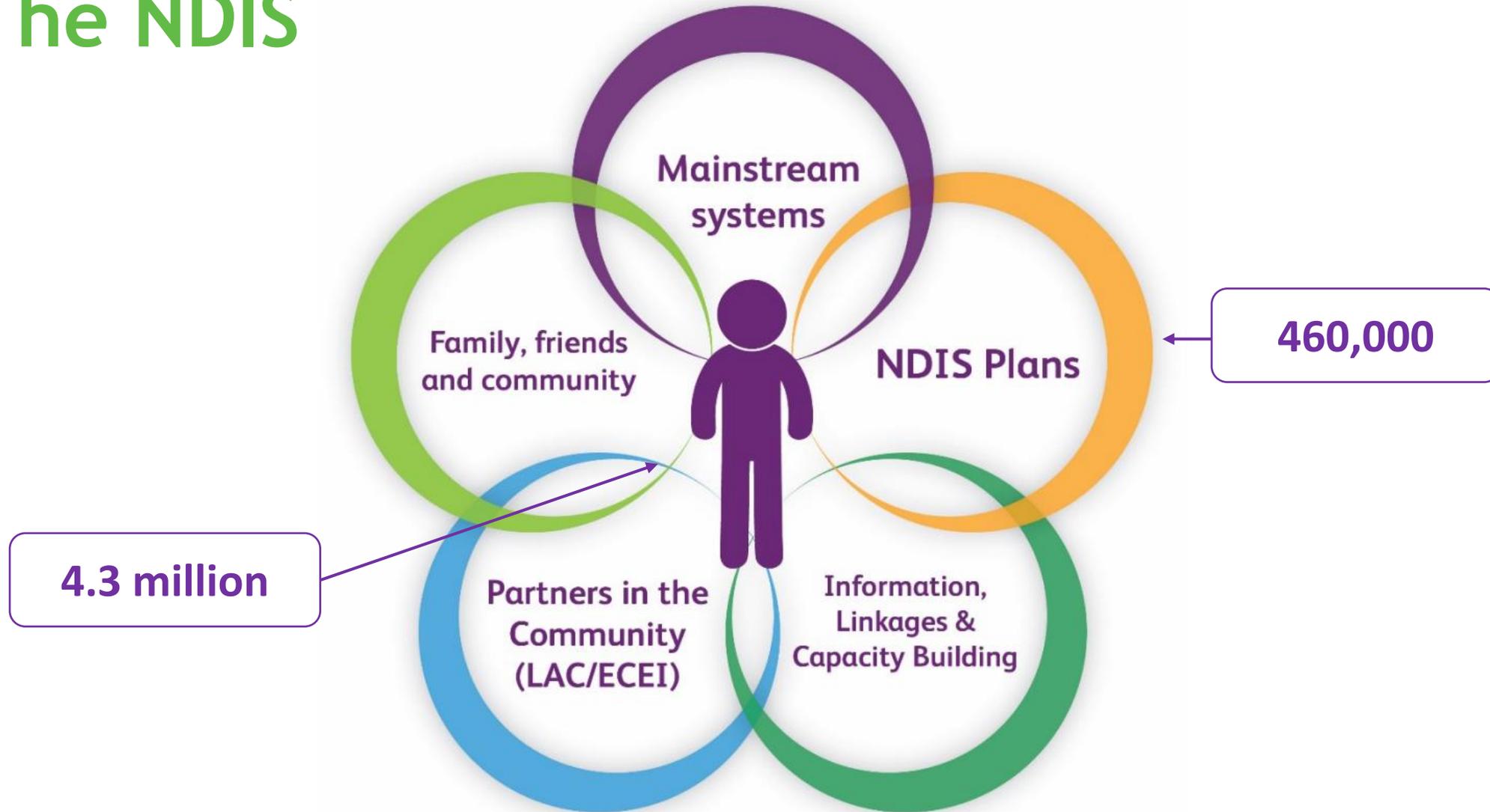
National Disability Insurance Agency (NDIA)



NDIS Quality and Safeguards Commission

- ▶ Registration and regulation of providers
- ▶ Compliance with the NDIS Practice Standards and NDIS Code of Conduct
- ▶ Complaints and reportable incidents
- ▶ Use of restrictive practices
- ▶ Worker screening

The NDIS



The NDIS

- ▶ Reasonable and necessary support
- ▶ Choice and control
- ▶ Community inclusion



The NDIS - Who gets access?

Who gets NDIS access?

- ▶ Meet residency requirements
 - Australian citizen
 - Permanent resident
 - Protected Special Category Visa
- ▶ Under the age of 65 years
 - **Permanent and significant disability**
- ▶ Under the age of seven years
 - Early intervention requirements

Evidence

Substantially reduced **functional capacity** to undertake

- ▶ Communication
- ▶ Social interaction
- ▶ Learning
- ▶ Mobility
- ▶ Self care
- ▶ Self management

The diagnosis does **not** determine the funding amount

The NDIS plan - What is funded?

Reasonable and necessary supports

▶ NDIS Act Section 34

- be related to the participant's disability
- **not** include **day-to-day living costs** that are not related to a participant's disability support needs
- represent **value for money**
- will assist to **pursue goals**



Reasonable and necessary supports cont.

▶ NDIS Act Section 34

- will assist with social and economic participation
- effective and beneficial
- takes **informal supports** given to participants by families, carers, networks, and the community into account.
- NDIS must be the most **appropriate funding body**

What determines the funding?

- ▶ Age and stage of participant's life
- ▶ Primary disability
- ▶ Functional impairment (e.g. World Health Organization Disability Assessment Schedule Whodas 2.0)
- ▶ Living situation
- ▶ Goals

Same same but different



The NDIS business model

The impact on organisations – and opportunities for growth

Person centred supports

Shift from welfare to rights model: person is at the centre of decision making

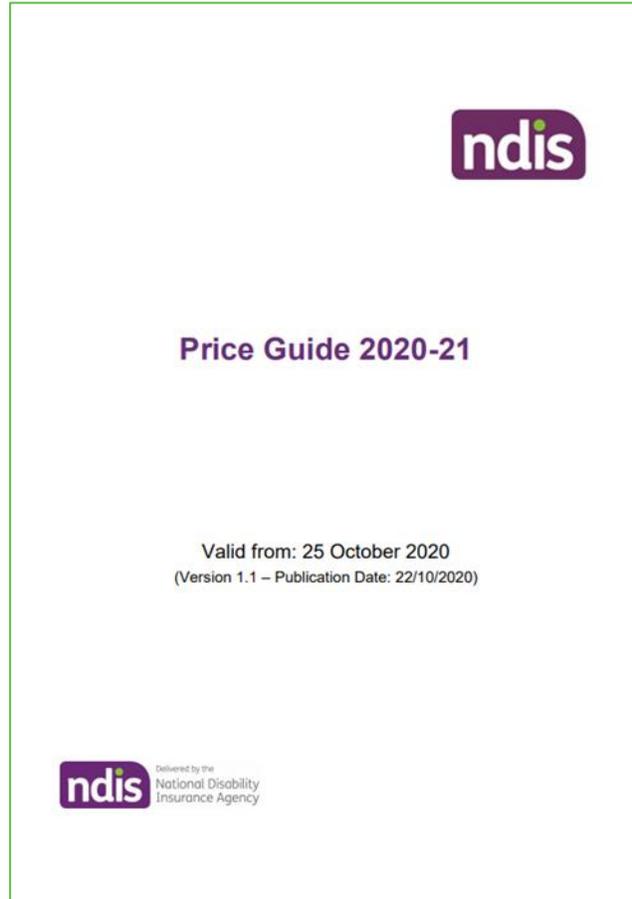
Service/system centred	Person-centred
Talking about the person	Talking with the person
Planning for the person	Planning with the person
Focus on labels, diagnosis, deficits	Focus on strengths, abilities, skills
Creating supports based on what works for people with that diagnosis	Finding solutions that could work for anyone, preferably community based
Things are done that way because they work for staff or the service	Things are done that way because they work for the person
Family members and community are seen as peripheral	Family and community members are seen as true partners

NDIS business model

Shift from block funded contracts to individualised – pay as you go (in arrears) - funding

- ▶ Individual funding in NDIS plan
- ▶ Person with NDIS plan is the purchaser
- ▶ Variable volume of services
- ▶ Service provider quotes for the cost of service in advance
- ▶ Terms and conditions should be agreed in advance
- ▶ Person pays for service on hourly basis in arrears

NDIS Price Guide and Support Catalogue



NDIS Price Guide 2020-21

The NDIS Price Guide and Support Catalogue 2020–21 reflects the [Annual Price Review](#) and indexed prices as a result of the Fair Work Commission Annual Wage Review 2019–20.

- [Price Guide 2020–21 \(DOCX 389KB\)](#)
- [Price Guide 2020–21 \(PDF 1.9MB\)](#)
- [Price Guide Schedule of Addenda \(DOCX 50KB\)](#)
- [Price Guide Schedule of Addenda \(PDF 296KB\)](#)
- [Price Guide Addendum \(DOCX 51KB\)](#)
- [Price Guide Addendum \(PDF 368KB\)](#)
- [Support Catalogue 2020–21 \(CSV 144KB\)](#)
- [Price Guide 2020–21 for Specialist Disability Accommodation \(SDA\)](#)
- [Assistive Technology, Home Modifications and Consumables Code Guide.](#)

Participant plan funds were automatically indexed from 1 July 2020 to take into account the decision of the Fair Work Commission and movement in the Consumer Price Index.

The NDIS market

State of the Disability Sector Report 2019

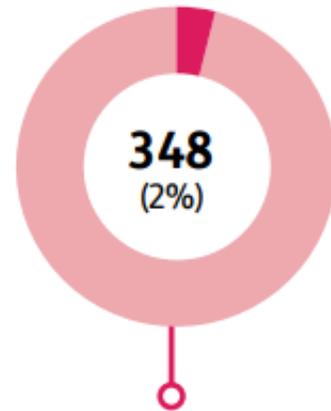
Table: Organisational strategy of NDIS providers (NDS 2019)

Organisation Strategy	
We are considering getting out of the disability sector	11 %
We will stay in the sector but are not focused on growth	25 %
We are actively growing our organisation	65 %
We are worried about our ability to adjust to changes resulting from changes in the policy environment	53%

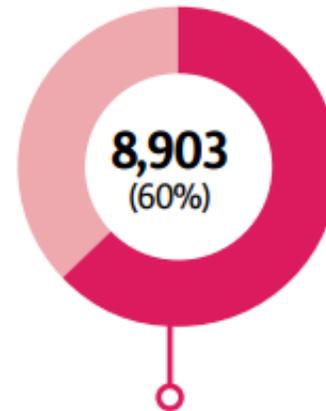
Active NDIS providers

The number of active providers increased by four per cent this quarter.

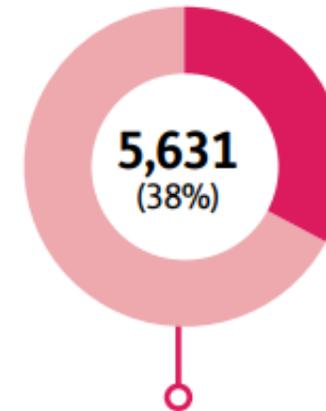
Since the start of the Scheme, 14,882 providers have supported participants.³² Of these:



were active for
the first time this
quarter



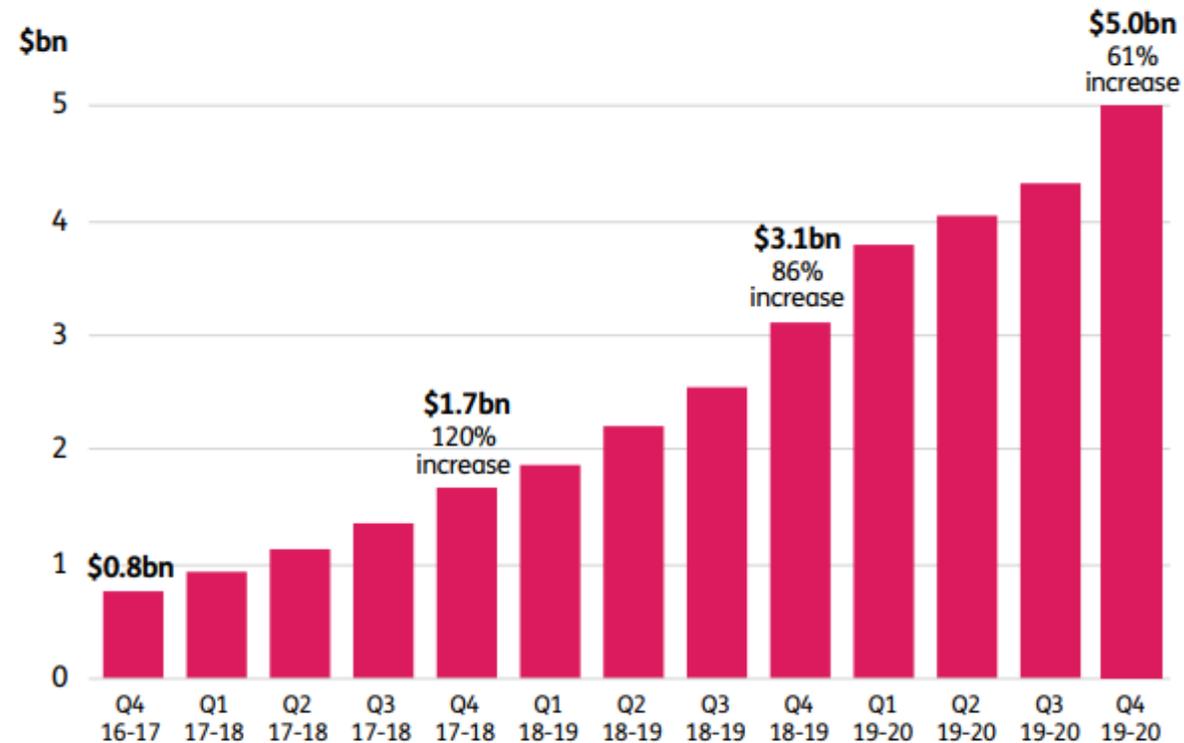
were active this
quarter and also in
previous quarters



were inactive
this quarter

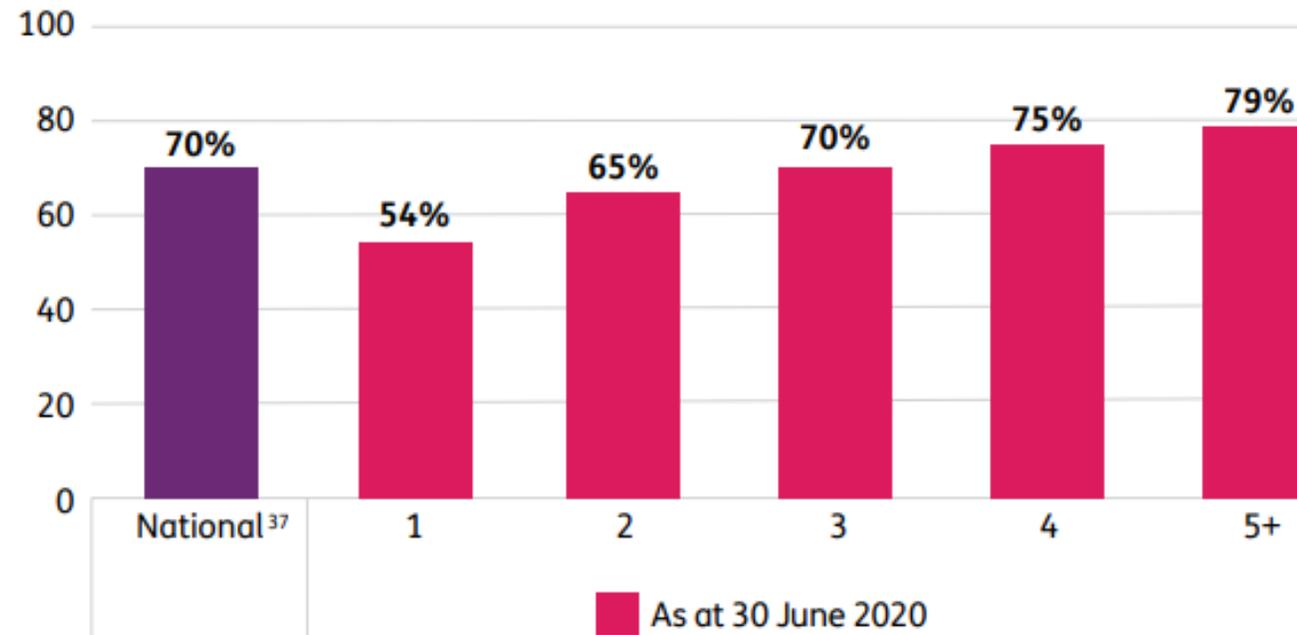
Continued market growth

Figure 22: Total payments by quarter³¹



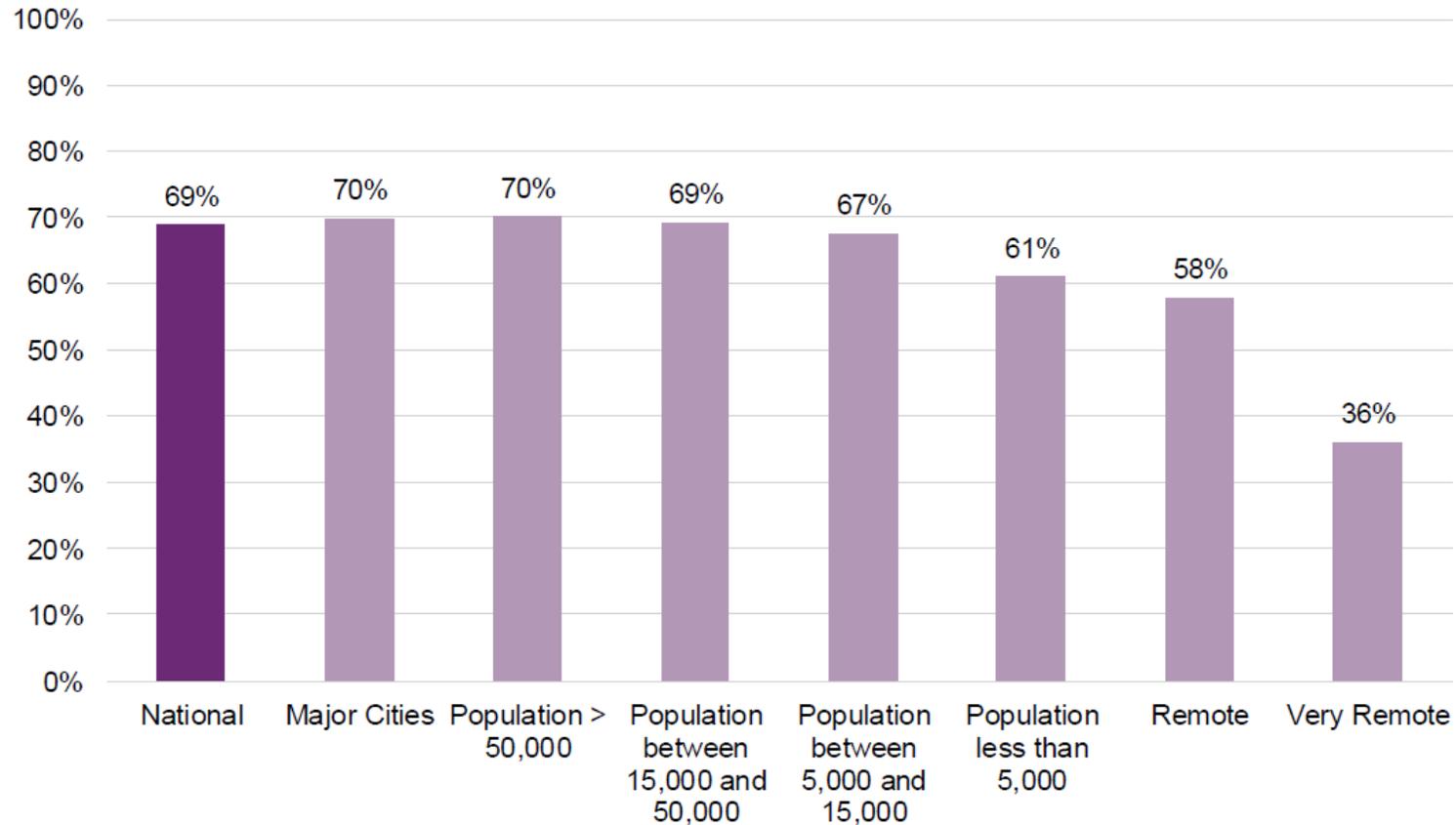
Plan utilisation

Figure 27: Utilisation of committed supports by plan number from 1 October 2019 and 30 June 2020³⁶



Plan utilisation

Figure: Utilisation of committed supports by remoteness (2019)



Reasons for low utilisation

- ▶ Services not available, thin markets
- ▶ System is difficult to navigate
- ▶ Providers do no charge what they could

The registered and unregistered NDIS provider

Registered or unregistered - what's the difference?

Registered Provider	Unregistered Provider
NDIS Code of Conduct	NDIS Code of Conduct
Worker screening	Worker screening
Complaints management	Complaints management
All NDIS plans (NDIA, plan and self managed)	Only plan managed and self managed funds
Registration and compliance requirements	
Regular audits	
Established quality system and procedures	

Registered or unregistered - what's the difference?

Registered Provider	Unregistered Provider
Plan Management, Specialist Disability Accommodation, Behaviour Support, or if using regulated restrictive practices.	

Management of the NDIS plan

- ▶ **NDIA-managed / Agency-managed**

The provider claims the funding directly from the NDIA. Prices are set by the NDIS Price Guide

- ▶ **Plan-management**

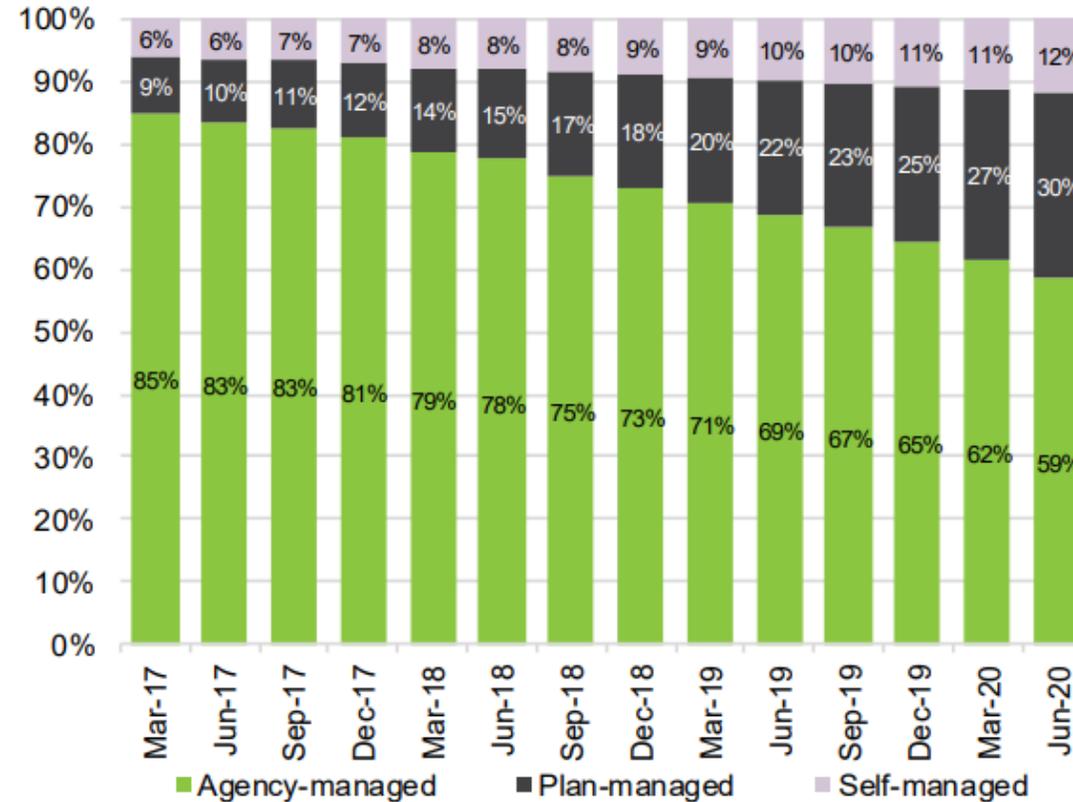
Plan Manager pays the provider on behalf of the participant. The NDIS will provide separate funding in the plan to pay for the Plan Manager

- ▶ **Self-management**

The participant pays the provider directly and claims the money from the NDIA. Prices are negotiable. Not approved in cases of personal or financial risk

Plans can have a combination of these

How the money is managed



What's the future?

What can we expect in the future of NDIS service provision?

- ▶ Amendments to the NDIS Act
- ▶ Planning improvements
- ▶ Changes to improve NDIS access – Community Connectors Program (NCCCP)
- ▶ Thin markets project
- ▶ COVID 19 response



Governing in the NDIS

Conditions of registration

- ▶ Comply with the **NDIS Practice Standards** and any conditions of registration
- ▶ Comply with the **NDIS Code of Conduct** and support your workers to meet its requirements
- ▶ Have an in-house **complaints management and resolution** system, and support participants to make a complaint
- ▶ Have an **in-house incident management system** and notify the NDIS Commission of **reportable incidents**

Conditions of registration

- ▶ Ensure all workers are screened through the **national worker screening process**
- ▶ Meet **behaviour support requirements** (if applicable), including reporting restrictive practices to the NDIS Commission
- ▶ The NDIS Commission monitors registered NDIS providers for compliance with the conditions of registration, and has the power to suspend, vary or revoke registration

NDIS audits

- ▶ Registration
- ▶ Renewals/recertification – six months before expiry of registration
- ▶ For providers registered through certification route – mid point audit during three year registration period

Suitability assessment

- ▶ Are your key personnel suitable to provide an NDIS service?
- ▶ Key personnel = governance, executive, management and operational
- ▶ Suitability considers:
 - previous NDIS experience
 - insolvency
 - honesty
 - previous corporate history

NDIS Code of Conduct



The NDIS Code of Conduct sets expectations for appropriate and ethical conduct in delivery of supports and services.

Providers are expected to support workers to understand and apply the Code of Conduct in their organisation.

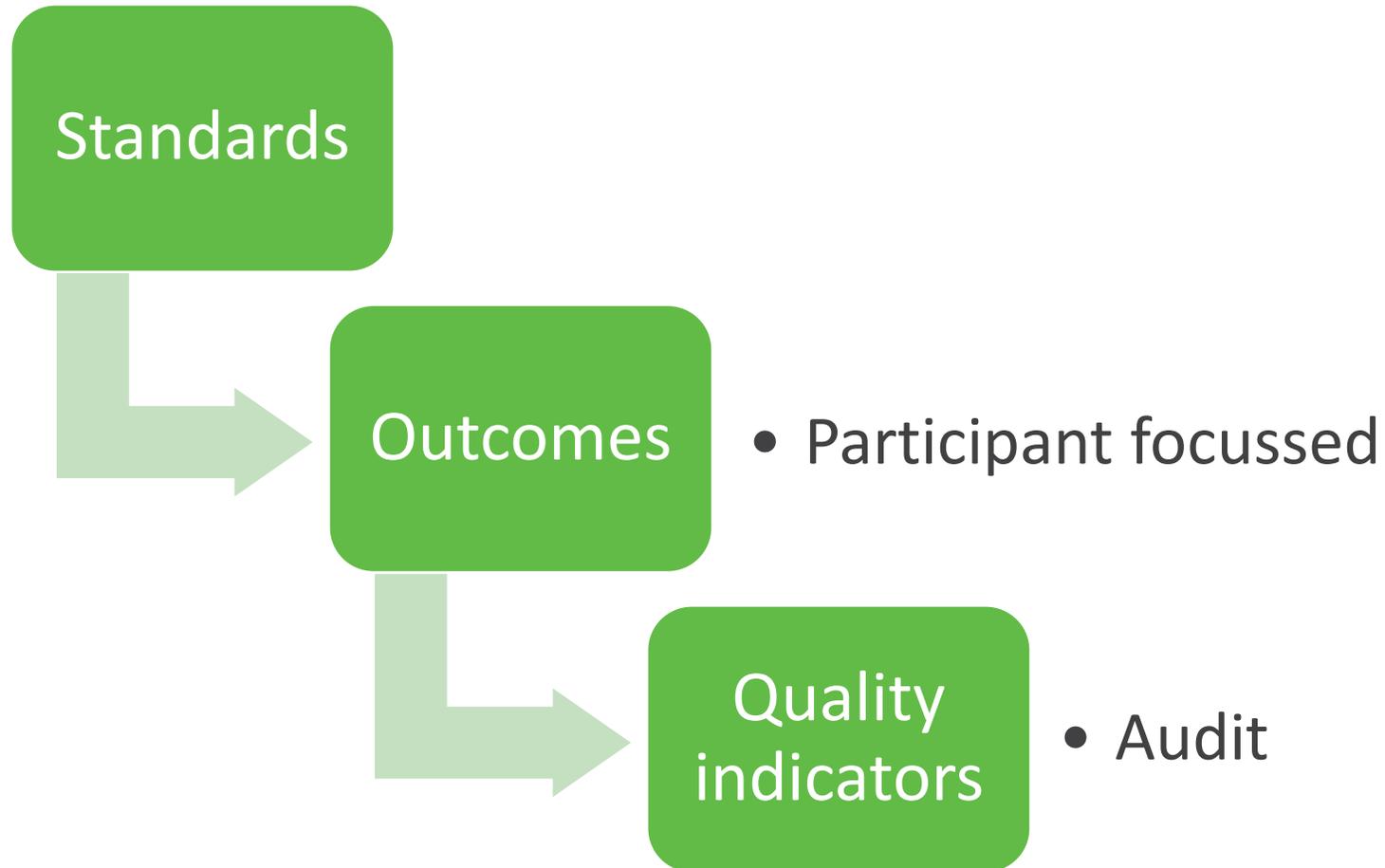
- Respect Individual rights
- Respect self-determination
- Respect privacy
- Act with Integrity, honesty and transparency
- Deliver services competently
- Ensure quality and safety
- Prevent and respond to violence, neglect, abuse, and exploitation

All providers must follow the NDIS Code of Conduct which is available at www.ndiscommission.gov.au

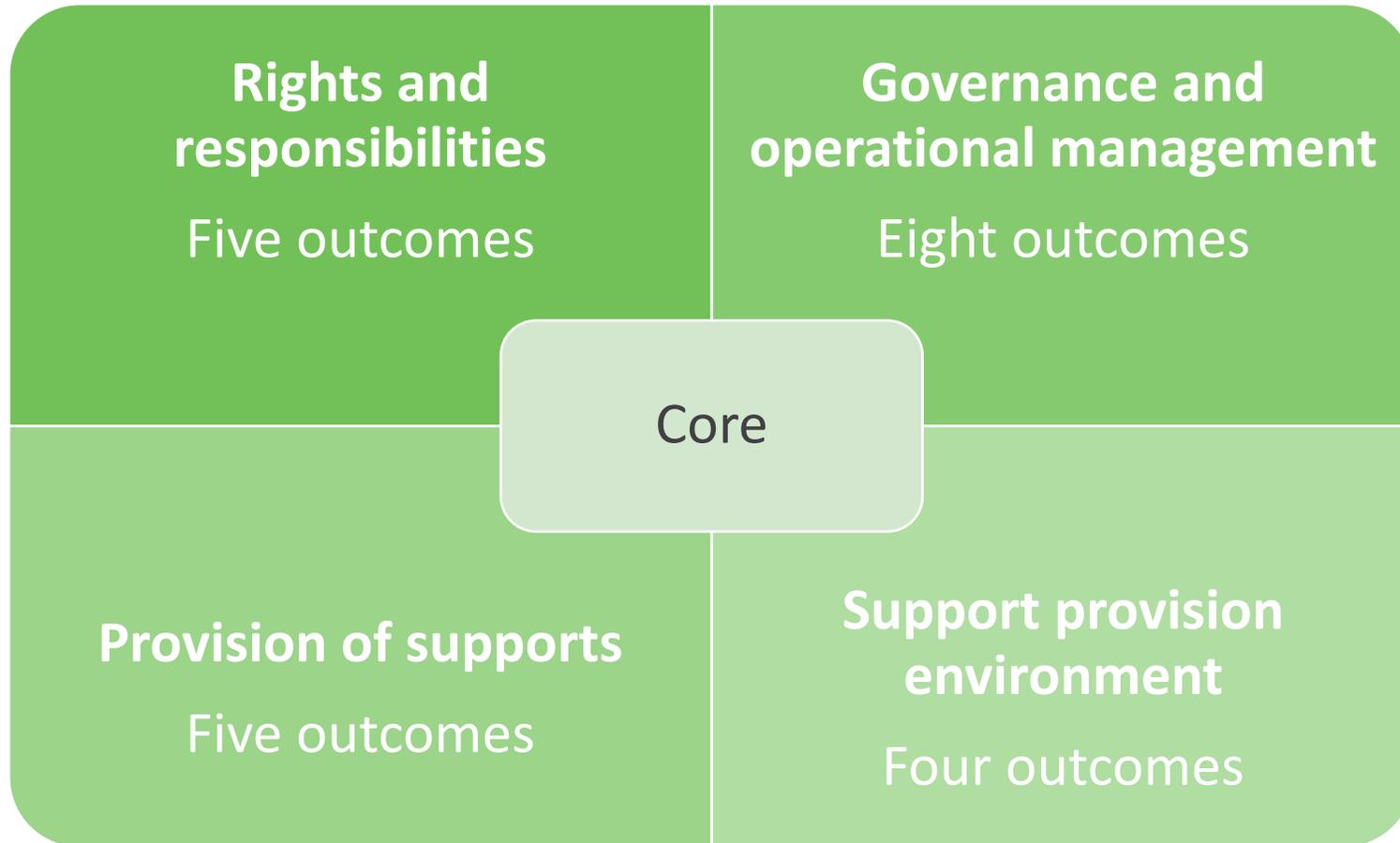
Worker screening

- ▶ Required for:
 - key personnel roles
 - roles where normal duties include the direct delivery of specified supports or specified services
 - roles where normal duties are likely to require more than incidental contact with people with disability
- ▶ Moving towards national, transportable check
- ▶ Interim arrangements by state and territory

Standards model



Core module



- ▶ 22 outcomes
- ▶ 87 quality indicators

Core: 2. Governance and operational management

- ▶ Governance and operational management
- ▶ Risk management
- ▶ Quality management
- ▶ Information management
- ▶ Feedback and complaints management
- ▶ Incident management
- ▶ HR management
- ▶ Continuity of support

Example: Governance and operational management

Outcome

Each participant's support is overseen by **robust governance and operational management systems** relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered.

Example: Governance and operational management

Indicators

- ▶ Opportunities are provided by the governing body for **people with disability to contribute to the governance** of the organisation ... input into the development of organisational policy and processes ...
- ▶ A **defined structure** to meet a governing body's financial, legislative, regulatory and contractual **responsibilities**, and to **monitor and respond** to quality and safeguarding matters
- ▶ The **skills and knowledge** required for the governing body to govern effectively are identified, and **relevant training** is undertaken

Example: Governance and operational management

Indicators

- ▶ The governing body ensures that **strategic and business planning** considers legislative requirements, organisational risks, other requirements related to operating under the NDIS, participants' and workers' needs and the wider organisational environment.
- ▶ The **performance** of management, including responses to individual issues, is monitored by the governing body to drive **continuous improvement**

Example: Governance and operational management

Indicators

- ▶ The provider is managed by a **suitably qualified and/or experienced persons** with clearly defined responsibility, authority and accountability for the provision of supports.
- ▶ There is a documented system of **delegated responsibility and authority** to another suitable person
- ▶ Perceived and actual **conflicts of interest** are proactively managed and documented

Governance issues

Fit with vision, mission and strategy...

- ▶ Should we provide – or grow – our NDIS services?
- ▶ How does NDIS service provision align with our mission, vision and the people we support?
- ▶ Are the people we support getting the NDIS funded services they are entitled to? Do they have access to services they need?
- ▶ How does registering – or not – impact on the people we support and the services we provide?

Your governing body

- ▶ Skills based boards, with growth mindset
- ▶ Understanding the NDIS market – beyond the headlines and personal experience
- ▶ Letting go of past practice
- ▶ Making difficult decisions: balancing commercial realities with values-based governance
- ▶ Suitability assessment and worker screening

Governance issues

- ▶ Quality and safeguarding: audit, risk and compliance
- ▶ Choice and control – rights vs welfare based approach

Are you

- ▶ ensuring oversight of quality assurance
- ▶ monitoring incidents and complaints resolution
- ▶ undertaking regular internal audits

Do you have a continuous improvement program?

Governance issues

- ▶ Leadership and workforce
- ▶ Investment requirements
- ▶ Innovate and develop: service delivery and digital solutions
- ▶ Financial sustainability
- ▶ Reporting and metrics

NDIS Success Roadmap - what's next

Governance series

Next time



- ▶ Q&A: 10 November
- ▶ Submit questions via the NDIS Success Facebook group or email ndis@cbb.com.au
- ▶ Next webinar: Strategy, risk and impact, 17 November

Thank you



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